



# POLICIES AND PROCEDURES

My goal is to provide you with a rejuvenating massage experience with unparalleled restorative bodywork. I value honesty, collaboration, and communication. I believe that *you* are the *expert on your body* and ask that you trust your instincts – energy doesn't lie. I am committed to your comfort and safety throughout our time together and welcome you with a spirit of acceptance, flexibility, and genuineness. You will always be treated with respect and dignity.

I have adopted the following policies in my commitment to provide you an outstanding experience. Please read them so we can discuss any concerns or questions you might have during your intake. Your signature indicates you have read, understood, and agree to comply with these policies.

## **DISCRIMINATION**

**Seva Bodywork, LLC and Lisa Ganowski, LMT**, does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any activities, services, or operations.

## **GENERAL**

- The therapy room door is never locked.
- We both maintain the right to end the massage at any time for any reason.
- We both maintain the right to leave the table or the business at any time for any reason.
- Insurance, MVA and LNI claims are not accepted, superbills are not provided, and I do not bill insurance. You/client *should* submit any claims to your insurance company.
- Gratuity is never expected but always accepted.
- Gift vouchers *are not* transferable. *All gift voucher recipients must complete intake paperwork and comply with Seva Bodywork LLC policies and procedures or may be refused service.*
- Bartering and sliding scale fees are not offered.
- No pets are allowed on-premises.

## **FORMS & INFORMATION**

- Health History – completing this form honestly allows me to discuss and plan the best massage experience for you. It's your responsibility to keep me informed of any medical treatment currently being taken and to provide written permission from the physician, chiropractor, physical therapist, or other healthcare practitioners to continue the massage. It's also your responsibility to keep me informed of any changes in your health conditions. This form can be updated as often as necessary, but no less than once per year.
- Policies and Procedures – This document may change without written notice to you. You may request to review these policies & procedures at any time. At your first appointment and annually thereafter, your signature on a consent form will acknowledge that you have read them, understand them and will comply with our professional policies and procedures.
- Informed consent - The intake session allows time for a discussion about your goals for treatment, as well as an opportunity for you to ask any questions about the benefits and contraindications of massage. This form is completed at your first appointment and annually thereafter.
- Other forms as needed *which may include* minor release, PHQ-9, GAD-7, release of records, Covid-19, Cupping, On-site release, *hot stones, intraoral, prenatal.*

**ARRIVAL:** All appointments have specific start and end times. Arriving a few minutes early allows for a more relaxed and unhurried experience.

- New and first-time clients, please arrive 10 minutes before your scheduled appointment.
- Established clients, please arrive 5 minutes before your scheduled appointment.

**LATE ARRIVALS**

- Late arrivals do not receive an extension of the scheduled appointment time. If a late arrival is unavoidable, your service(s) may be shortened so that I'm able to maintain my schedule. The original treatment time will be charged. For arrivals up to 15 minutes late, your service(s) will be shortened; for arrivals more than 15 minutes late, your appointment will be deemed a no show and you will be responsible for the full payment.
- In special cases, and when my schedule allows, I may be able to accommodate a partial or full appointment. This will be at my discretion and only with advanced notification of your late arrival. The original fee will be charged.
- Continued/repeat late arrivals may require that you pay in advance for your appointment or result in the termination of our professional relationship.
- If I am late for your scheduled appointment, you may reschedule the full appointment with a discount or continue with a shortened/modified massage at a discounted rate.

**CANCELLATIONS & NO-SHOWS:** I recognize that sometimes life gets in the way of your massage appointment. Unforeseen events can occur and you might need to cancel our appointment.

- To reschedule or cancel, call between 9am and 5pm Monday – Friday or at least 48 hours before your scheduled service. Your appointment is not considered canceled until you receive confirmation from me.
- When you receive reminder calls/texts prior to your scheduled appointment, please make any changes at that time.
- Clients who do not show without canceling are responsible for full payment.
- Continued/repeat no-show appointments will require that you pay in advance for your appointment or may result in the termination of our professional relationship.

**SICKNESS POLICY:** We are all vulnerable to infections and sickness. In my effort to minimize the risk of exposure and illness to me, other clients, and our families, please reschedule if you're not feeling well.

- I will reschedule your appointment at my discretion if you arrive with symptoms or the appearance of an illness or infectious condition.
- If you've had any of these illnesses/symptoms in the three days leading up to your appointment, please reschedule.

**INCLEMENT WEATHER:** If local schools are closed, Seva Bodywork, LLC will be closed.

**MINORS**

- Minor is defined as anyone under 18 years of age.
- I am trained and prepared to work with clients under the age of 18.
- Minor clients must have a parent/legal guardian *present during* treatment.
- Parent/legal guardian must complete a consent form prior to the session.
- Minors cannot be left unattended in or out of the treatment room – please do not bring children with you to your appointment.

**SANITATION, SCENT, and HYGIENE:** While Seva Bodywork LLC is not a scent-free business, I am aware that fragranced products have been associated with a range of adverse human health and societal effects among the general population, and especially among vulnerable sub-populations. Fragrance sensitivity can also be considered a disabling health condition that is covered under legislation in certain areas. I ask for your support in limiting the strength of scents and odors you bring into the studio. In turn, I will also do my best to extinguish and/or eliminate scents for clients with sensitivity.

- All equipment, linens, and spaces that come into contact with clients will be sanitized after every client/appointment, and again at the end of the workday.
- I provide continuous air exchange in the treatment room *using an air purifier*.
- I am committed to a high level of personal hygiene before, during, and after each client appointment. This may include that I change clothing when necessary, and covering any breaks in my skin with protective covering.
- If a strong scent is detected, including things like body odor, perfume, nicotine, you may be asked to leave so the studio is not affected for other clients. Your session fee will not be reimbursed and you may schedule a new appointment.
- Please arrive at your appointment clean and inform me if you have any breaks in the skin or areas that should be avoided or can be covered with a bandage.

**SCOPE OF PRACTICE:** Massage is a health-enhancing maintenance system that promotes body balance and efficient body function, stimulates the body's natural restorative processes, and helps to reduce muscle tension. Massage provides temporary, symptomatic relief. It is ideal to receive a 60-minute massage every 2-4 weeks to help reduce the physical stress that builds in the body. The cumulative effects of bodywork are most beneficial when massage is a regular part of your health and wellness routine. These methods are not used to diagnose or treat any specific, preexisting condition.

- If any situation arises during the massage session that I feel should be evaluated by another professional, I will refer you to your personal health care physician.
- Massage therapists do not diagnose illness or disease, and nothing said during the massage should be construed as such.
- I am trained to provide intraoral massage and have my Washington Department of Health endorsement.
- I am trained to provide hot stone massage.

### **PRIVACY & CONFIDENTIALITY**

- Your massage therapy records are private and kept in a secure, double-locked area.
- Your records will not be released to third parties, including health care providers and insurance companies, without your written consent.
- Records may be surrendered if required by law.
- The discussion between the massage therapist and client is confidential. Information you discuss with me, the massage therapist, during your massage is private and will not be shared. You may or may not choose to talk during your massage. I'll follow your lead.

**DRAPING/CLOTHING/UNDRESSING:** How much clothing you remove prior to your massage is a matter of personal preference. You should feel covered, warm, and comfortable throughout the massage. You may leave on or remove as much clothing as you choose.

- Undressing is done in private and only to your comfort level. You should feel covered, warm, and comfortable throughout your session; you may leave on or remove as much clothing as you choose.
- Once you are tucked safely under the sheet, your therapist will knock before entering the room to begin the session.

- Your body will be draped by a top sheet & blanket during your massage. To protect your privacy and maintain a professional environment, the drape must remain in place; if you feel too warm or cool, please inform me so I can adjust the room or table temperature rather than removing the draping.
- The therapist will adjust the drape to expose only the specific area being worked on and will re-cover it before moving to the next.
- In accordance with Washington State law, the gluteal cleft and genitalia are never undraped or massaged. In addition, it is illegal for *any* massage therapist in Washington to undrape breast tissue regardless of client gender (unless specific certification is displayed); breast massage is not currently offered.
- Your permission will be requested before working near sensitive areas—such as the attachments of the gluteal, inner thigh, or chest muscles—and modest draping will be maintained. If your session involves stretching (such as in Thai or Swedish gymnastics), you may wish to wear athletic attire or leave your underwear on to ensure your total comfort during movement.

**CLIENT EXPECTATIONS/CONDUCT/BOUNDARIES:** In our partnership, it's essential that we communicate honestly. Feedback about the effectiveness of the work, a situation that may have been uncomfortable for you, or massage techniques that you enjoyed/didn't enjoy is very important. Your experience will be enhanced when we communicate clearly. Please feel free to share this information with me, as you become aware of it.

- Suggestive comments, sexual innuendos, and inappropriate touching will result in termination of the massage. You will not be allowed to return. The full session fee will be expected.
- Sexual interaction/discussion between you/client and me/massage therapist is never appropriate.
- Requests for sexual activity will not be tolerated and will result in termination of the massage. You will not be allowed to return. The full session fee will be expected. This behavior will be viewed as solicitation and reported to the authorities under massage therapy policies and procedures guidelines.

**DONATIONS:** I am proud to give back to the community in which I live and work. As a trauma-qualified licensed massage therapist, I provide massage for survivors of abuse because I recognize that not every *body* has a healthy relationship with touch. By activating the parasympathetic nervous system, I'm able to promote calm, increase relaxation, and foster healing. I am also happy to donate professional massage services to local organizations that value tolerance, health and wellness, and community.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/20\_\_\_\_

Client Print Name: \_\_\_\_\_